

Electronic Acknowledgement Receipt

EFS ID:	3819581
Application Number:	10687956
International Application Number:	
Confirmation Number:	9862
Title of Invention:	Method and system to provide expert support with a customer interaction system
First Named Inventor/Applicant Name:	Robert Joyce
Customer Number:	21186
Filer:	James A. Scheer/Lisa Harris
Filer Authorized By:	James A. Scheer
Attorney Docket Number:	2950P085
Receipt Date:	21-AUG-2008
Filing Date:	17-OCT-2003
Time Stamp:	16:38:24
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$1050
RAM confirmation Number	1807
Deposit Account	230920
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.16 (National application filing, search, and examination fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.19 (Document supply fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.20 (Post Issuance fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment - After Non-Final Rejection	p96759amendment.PDF	701818	no	15
			31041ca661106d7a11862b8a3c1b0649c1d67a8		
Warnings:					
Information:					
2	Extension of Time	p96759extotime.PDF	72205	no	1
			273c74b44f9f854e96a285a2d98e75931d114d98		
Warnings:					
Information:					
3	Fee Worksheet (PTO-06)	fee-info.pdf	30085	no	2
			6250843386a3284c922017b713a2a799a0104abb		
Warnings:					
Information:					
Total Files Size (in bytes):			804108		

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.